



State of New Hampshire

Department of Safety
Division of Emergency Services
Bureau of Emergency Communications
James H. Hayes Safety Building
33 Hazen Drive, Room 105
Concord, New Hampshire 03305



Richard M. Flynn
Commissioner

Director Bruce G. Cheney, ENP
Bureau Chief

Earl M. Sweeney
Assistant Commissioner

Peter A. DeNutte, ENP
Assistant Director

Enhanced 9-1-1
Commission Members:

ENHANCED 9-1-1 COMMISSION MINUTES FRIDAY, JUNE 4, 2004

Chairman
Chief Douglas Aiken
NH Assoc. of Fire Chiefs

Vice-Chair
Sheriff James D. Linehan
NH Sheriff's Association

Secretary
William Wood
NH Division of EMS

Kathryn Bailey
NH Public Utilities Comm.

Marc Violette
NH Telephone Association

Jill Healey Wurm
Verizon

David Caron
NH Municipal Association

Captain George Valliere
NH Police Officer

Colonel Frederick Booth
NH Dept. of Safety

Richard Bernard
Public Member

David Lang
NH Firefighter

James Valiquet
NH Assoc. of Police Chiefs

Commissioner Donald Hill
Administrative Services

Paul Szoc
NH Federation of Mutual Aids

Vacant
Representative Wireless Telephone Providers

PRESENT: Douglas Aiken, Chairman
William Wood, Secretary
Frederick Booth
Kathryn Bailey
Jill Healy Wurm
George Valliere
David Caron
Paul Szoc
Mark Violette
James Valiquet
Richard Bernard

ABSENT: James Linehan, Vice Chair
David Lang
Donald Hill

OBSERVERS: Bruce G. Cheney, ENP
Richard Fowler, ENP
Michael Geary, ENP
Patricia Magoon
Jack O'Connor
Robert Brown
Wesley Colby
William Kinch
John Eon
Leland Willette
Kelley Noel

NH Association of Fire Chief's
NH Bureau of EMS
NH Department of Safety
NH Public Utilities Commission
Verizon
NH Police Officer
NH Municipal Association
NH Federation of Mutual Aids
MCT Telecom
NH Association of Police Chief's
Public Member

NH Sheriff's Association
NH Firefighters
Commissioner, Dept. of Admin. Svs

Executive Director, NHBEC
Operations Supervisor, NHBEC
Training Manager, NHBEC
Audit Supervisor II, NHBEC
Public Education/Training, NHBEC
IT Manager, NHBEC
Supervisor I
Medical Dispatch Supervisor
Verizon
TDS Telecom
Administrative Supervisor, NHBEC

The commission meeting held at the James H. Hayes Safety Building in
Concord, NH was called to order at 11:20 a.m. by Chairman Douglas Aiken.

1. Approval of the minutes of the January 30, 2004 meeting.

Chairman Aiken called for a motion to approve the minutes of January 30, 2004 minutes, but Director Cheney requested this item be continued as he was not sure all members got copies for review prior to the meeting. Director Cheney recommended that the Commissioner's review the minutes and a phone poll will be conducted for approval of the minutes. Chairman Aiken agreed with this recommendation.

A Phone poll was conducted on June 14, 2004. Commissioner Valliere motioned to approve the minutes. Commissioner Wood, seconded the motion. Unanimously approved.

OLD BUSINESS

2. Director's Report

2.A Report of the FY04 Budget

a. Patricia Magoon, Audit Supervisor II, provided copies of the April 04 monthly budget report. Commissioners were requested to review class 042 on fringe benefits pointing out there is \$154,857 funds available. Ms. Magoon reported these funds will be paid to Administrative Services once the invoice is submitted.

b. Director Cheney reported there is an estimated of \$485,000 in non-lapsed funds to be carried over into FY05. The Director informed the Commission this amount might be adjusted since auditors found \$212,000 that the agency received in FY 2004 but they believe it should be credited to FY 2003 and this is being researched. The Director has concerns on the up coming budget and that the agency may fall short on funds. This will be addressed at a later date.

c. Ms. Magoon reported the agency is currently going through the annual year end closing process for FY04.

d. The Director reported the auditors had concerns on how the accounts receivable were maintained for the agency. It was the Directors understanding Administrative Services was responsible for tracking and maintenance.

11:27 a.m. Commissioner David Caron entered the meeting.

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- e. Ms. Magoon reported the Governor's Annual report is in draft form and will be e-mailed out for review. Commissioners were requested to review and respond with their changes.
- f. Ms. Magoon reported she has received the updated telephone listing from the Public Utilities Commission on CLEC's for wired telephone companies.
- g. Director Cheney reported TDS Telecom has submitted an invoice in the amount \$500,000 for hardware and software and it will be processed for payment in FY04.

Leland Willette from TDS Telecom explained the hardware and software are currently in storage awaiting approval to install.

2.a.1 Letter of Transfer of funds to Fiscal Committee

- a. Ms. Magoon provided copies of a letter dated April 8, 2004, that was submitted to the Fiscal Committee requesting a transfer of funds in the amount of \$312,000 to cover the remaining monthly cost to Verizon for Fiscal Year 2004. The Fiscal Committee has approved the transfer.

2.b. Report on FY04 Surcharge Receipts

- a. Ms. Magoon informed the Commission that Tracfone submitted a letter dated December 22, 2003, requesting a refund on the E9-1-1 surcharge they had paid to date. Ms. Magoon reported this has been turned over to Attorney Livernois at the Attorney General office who will investigate this request and Director Cheney will notify the Commission of his findings (TracFone has paid \$188,717 through December 2003).
- b. Ms. Magoon reported T-Mobile has not submitted a surcharge payment since November 2003. She is currently checking into this and will report back to the Commission at the next scheduled meeting.

2.C. Report on Mapping /Addressing

a. Sean Goodwin, Engineering Technician V, reported since the last Commission meeting, two address conversion packages have been completed and accepted, two towns have been completed on address and telephone number verifications, one road map has been accepted and four new requests have been received for mapping assistance.

Mr. Goodwin reported the Mapping Unit is currently working on a statewide center line project to assist with the wireless 9-1-1 call location. This project will capture Lat/Lon data in cities and town where no data presently exist.

2.C.1 Upgrade to mapping software

a. Director Cheney explained the Mapping Unit has upgraded its software to Environmental Systems Research Institute (ESRI) and this has dramatically increased the potential productivity on collecting data. It was pointed out by the Director that the purchase of ESRI was made possible by our affiliation with Emergency Management.

2.D. Report on phase I & II

a. Robert Brown, IT Manager, reported phase II testing is complete with the following cellular providers Nextel, Verizon, Cingular and Sprint. RCC, Sprint, T-Mobile and AT&T have requested an extension.

The Director reported a meeting was held on May 17, 2004, with Verizon to discuss phase II, database and selective routing. During this meeting, there was a discussion about whether or not Emergency Communications will continue to pay for selected routing. The Director will meet with Assistant Commissioner Sweeney regarding the database conversion to bureau operation. Once a decision has been made the Commission will be notified, and the bureau will begin maintaining all MSAG data.

2.E. Report on PSAP Operations

a. Richard Fowler, Operations Supervisor, reported the PSAP is in good shape. They are working on vacation schedules for the summer months to keep the overtime at a minimum.

- b. Mr. Fowler reported Telecommunicator of the Year 2003 was Christine Kelly.
- c. Mr. Fowler reported the Seacoast Diversion Program had a rewrite on protocol and had been sent out for signatures. Chairman Aiken questioned if Mr. Fowler has heard from north country hospitals about their diversion protocol. Mr. Fowler explained this information has been received and forwarded to Assistant Director Peter A. DeNutte for his review.

2.F. Report on EMD

2.F.1 Protocol Compliance Reports

- a. William Kinch, Medical Dispatch Supervisor, provided copies of the Summary Report and explained how this document is used for answering protocol compliance. Mr. Kinch explained what he looks for when evaluating a 9-1-1 call from Telecommunicators and that customer service is important when doing these evaluations.

2.G. Status of Training

2.G.1. Status of Training

- a. Michael Geary, Training Manager updated the status of the recent hiring of Telecommunicators. The new hires will be sitting with their mentors starting July 2, 2004.
- b. A stress management course for Emergency Telecommunicators has been developed.
- c. Telecommunicators have completed their 20 hours of continuing education required for EMD certification.

2.G.2. Human Resource

- a. Mr. Geary reported there are only two Telecommunication Specialist positions that have not been filled and that the turnover rate has dropped 16%.

2.G.3. Outside Agency Assistance

- a. Mr. Geary reported he has assisted with the following:
- Cheshire County Sheriff's Department dispatch hiring process
 - Taught a class at the State Police Academy on June 7, 2004
 - Assisted Hillsboro Police with testing and interviews
 - Conducted two stress management courses for State Police
 - Taught a 40 hour APCO course for outside agencies
- b. Mr. Geary reported he will be assisting with the following:
- Presentation on June 14 at the Fire Academy.
 - 136th annual Police Academy celebration.
 - June 9 Colebrook Dispatch with the CAD System.
- c. Mr. Geary reported the 500 personnel rules are in the process of being completed and the 100, 200, 300 and 400 rules need adjusting since the change over from Administrative Services to The Department of Safety. He advised that the probable new Division statute will be included in any changes.

2.H. Status of Public Education

2.H.1. Update of recent appearances

- a. Jack O'Connor, Public Education and Training Officer, reported the following tours have visited the E9-1-1 Center:
- Countries of Belarus and Macedonia.
 - Hudson and Concord Police Department Citizens Academies
 - Nottingham Fire/Rescue
 - Faculty from Franklin Pierce College
- b. Mr. O'Connor reported he gave presentations at the following:
- Manchester Elliot Senior Center
 - Lebanon Safety Fair, Children's Hospital
 - Gorham and Merrimack EMS Open Houses
 - Mountain Washington Chamber of Commerce

2.H.2. Update on upcoming presentations

- a. Mr. O'Connor reported there are several upcoming presentations and tours scheduled.

I. Status of Public Relations

1.I. Status of Newsletter

- a. Mr. O'Connor reported for Wanda Hemeon, Information Representative who was unable to attend. Mr. O'Connor distributed the Bureau of Emergency Management new combined newsletter to the Commission. It was pointed out that the name will change again once the agency becomes a division.

2.I. Report on meeting with EIRS

- a. Mr. O'Connor reported there are no new developments regarding the EIRS System. The current on-call system is working well and at least 16 EIRS calls have been answered by 9-1-1 since January 2004.
- b. The Northeast Deaf and Hard of Hearing agency may seek funding from the Department of Safety/Emergency Management to continue the EIRS services.

3. Contractor's Report

3.A Verizon

3.A.1. Report on Network and CPE

- a. John Eon, Verizon E9-1-1 Service Manager, reported there have been no changes in the ELISA database system.
- b. Mr. Eon reported the Concord 9-1-1 tandem was upgraded on April 14, 2004.
- c. Mr. Eon reported there were no major failures and will investigate the ALI link failure and will report back to the Commission at the next scheduled meeting.

- d. CPE trouble reports and the no record found trouble reports have been submitted to Marc Jolin for the months of February 2004 through May 2004.

3.B. TDS

3.B.1. Report of CPE

- a. Leland Willette, TDS Technical Support Manager, reported TDS has delivered a change order form to provide an upgrade on the ESC 1000 CML switch for Laconia. This will allow the switch to provide selective routing and one button transfer capability.
- b. Mr. Willette reported the hardware and installation is being provided to TDS at no cost from CML and this savings is being passed along to the State.
- c. Installation and programing will be done in conjunction with the final installation, testing and cut over to the Laconia PSAP. Mr. Willette stated he is working with Assistant Director DeNutte on scheduling.
- d. Commissioner Healey Wurm questioned when the Laconia Facility will be up and running. Director Cheney reported he is waiting approval from Commissioner Richard Flynn to open the Laconia Facility and the finalizing of the network contract with Verizon.

NEW BUSINESS

4. Correspondence

4.a. TC Commendation Letter

- a. Commissioners were provided copies of two letters from 9-1-1 callers dated March 1, 2004, and April 8, 2004, expressing their appreciation to 9-1-1 Telecommunicators who answered their call for help.

4.B. Public Safety Foundation of America Letter

- a. Commissioners were provided with copies of a letter dated March 18, 2004, supporting the New Hampshire Bureau of Emergency

Management/Emergency Communications Section to pursue grant funds from the Public Safety Foundation of America to be used specifically for Wireless Phase II.

4.C Merrimack County Sheriffs' Office Letter

- a. Commissioners were provided with copies of a letter dated March 11, 2004, expressing their appreciation to Mr. Geary for taking part in their Basic Dispatch School Training.

4.D. Dartmouth Hitchcock Medical Center

- a. Commissioners were provided with copies of a letter dated April 28, 2004, expressing their confidence with the Mapping/GIS Unit on response activities.

4.e. Hillsborough Police Department

- a. Commissioners were provided with copies of a letter dated May 25, 2004, expressing their appreciation to Mr. Geary for assisting them with hiring of dispatch personnel.

5. NEW BUSINESS

5.A. Discuss progress on Database development

- a. Mr. Brown reported a supervisor and a technician have been hired and are presently working with a copy of the MSAG. They are going through old discrepancies and working with communities on a case to case basis.
- b. Mr. Brown reported a CLEC survey was conducted with the independent telephone companies. Mr. Brown reported there are some issues needing to be addressed and he is currently working on them.
- c. Mr. Brown reported they are working with Verizon on the database transition plan when it is taken over by Emergency Communications. Mr. Brown reported communication with Verizon is going well and the transition plan is in good shape. Mr. Brown reported E9-1-1 will need to provide a six month notice to Verizon when the database will be transferred over.

5.B. Discuss "cost recovery" cost projections

a. Director Cheney reminded the Commission he had failed to convince the Legislature to pass a bill that stated state E9-1-1 would not be responsible for cost recovery requests. The Director informed the Commission there are currently two wireless telephone companies who are now seeking cost recovery. The first company is charging \$7200 a month, the second \$31,000 a month. Directory Cheney read an e-mail received from Rhode Island 9-1-1 who had received an invoice for 1 million dollars for cost recovery from Cingular.

b. There was a lengthy discussion regarding cost recovery and the potential expense this could have on New Hampshire. The Commission would like to have the Legislative informed of the potential significant incurred. The Commission would also request this remain on the agenda for further discussion.

After some further deliberation Commissioner Bailey motioned for the following.

Commissioner Bailey moved "The Bureau shall notify wireless carriers wishing to seek Cost Recover, of the Commission's requirement for carriers to submit, in writing to the Enhanced 9-1-1 Commission, cost recovery requests for determination of reasonableness. They must provide sufficient detail to assure the cost is required and authorized by the Federal Communications Commission. The Commission instructs the Bureau to convey to the carriers its inclination to recover a specific cellular carrier's costs based on their requested recovery from the carrier's customers in the belief that the customer should pay its carrier's costs. The Commission requests a projection of the 12 months cost recovery in order to set the surcharge." Commissioner Caron seconded and motion passed unanimously by those present and voting.

5.C. Discuss separate wireless surcharge

a. A discussion was held regarding separate surcharge fees for wired and wireless companies. The Commission determined this item will be brought forward at a later date and remain on future agendas. Director Cheney will contact the Attorney General's office to seek guidance for Commissioner Healey Wurm and Commissioner Violette regarding the extent of their participation with these item as the Commission pursues this the issue of cost recovery.

- b. Commissioner Jill Healey Wurm volunteered to contact NENA to see if they had or if they could assist in conducting a survey with other states who have determined to charge separate surcharge costs for wired and wireless. Ms. Healey Wurm will report back to the Commission with her findings at the next scheduled commission meeting.

5.D. Telecommunicator Week - TC of the Year Award

- a. Previously discussed under item 2.E.

5.E. SB432 - Reorganization

- a. Director Cheney reported that on July 24, 2004, Emergency Management/Emergency Communications will become the Division of Emergency Services once approved by Governor Craig Benson.

5.F. Status of EOC Project

- a. Director Cheney reported the new Emergency Operation Center will include 9-1-1, Emergency Management, State Police Communications and Department of Transportation Traffic Management Center.

5.G. Poison Control

- a. Director Cheney reported that an RFP had been put out to seek a poison control contract. The Director reported that Maine Medical Center had bid \$27,000 less than the other vendor and will be handling poison control calls as of July 1, 2004. The Director reported that they are currently handling Vermont and he is confident Maine Medical Center is prepared to handle the addition of New Hampshire Calls.

5.H. Election of Officers

- a. Commissioner Caron motioned to continue with current slate of officers; Chairman Aiken, Vice -Chairman Linehan and Secretary Wood. Commissioner Bailey seconded this motion. Unanimously passed by those present and voting.

1. Adjournment

a. The next meeting for the Enhanced 9-1-1 Commission will be held on Friday, September 24, 2004 at the Laconia Facility.

b. Chairman Aiken called for a motion to adjourn. Commissioner Valiquet motioned to adjourn the meeting and was seconded by Commissioner Violette. Unanimously passed by those present and voting.